



**City and County of San Francisco**

# **Committee on Information Technology**

Regular Meeting

April 20, 2023

# Meeting Broadcast & Public Comment

- Today's meeting will be broadcast live via WebEx. Link can be found on the COIT website at [sf.gov/COIT](https://sf.gov/COIT)
- Public commenters who are participating remotely can join the WebEx or call 415-655-0001 and use access code 2484 163 2451 and webinar password COIT (2648 from phones).
- To speak when public comment is open, dial \*3 or use the WebEx raise hand feature.

# Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of Meeting Minutes from February 16, 2023
5. Review Surveillance Technology Policy for Municipal Transportation Agency's Camera: Driver Safety Video Analytics (Action Item)
6. Review Surveillance Technology Policy for Department of Elections' Social Media Monitoring Technology (Action Item)
7. Approve FY 2023-24 & FY 2024-25 Budget Recommendations (Action Item)
8. Discuss Digital Accessibility Inclusion Standard Compliance and Next Steps for Implementation (Discussion Item)
9. Chair Update
10. CIO Update
11. Adjournment

# Item Number 3

General Public Comment

# Item Number 4

Approval of the Meeting Minutes from February  
16, 2023

Action Item

# Item Number 5

Review Surveillance Technology Policy for  
Municipal Transportation Agency's Camera: Driver  
Safety Video Analytics

Action Item



SFMTA

# SFMTA Driver-Safety Video Analytics

COIT Meeting: April, 2023

## Department's Mission

The Department's mission is to connect San Francisco through a safe, equitable, and sustainable transportation system.

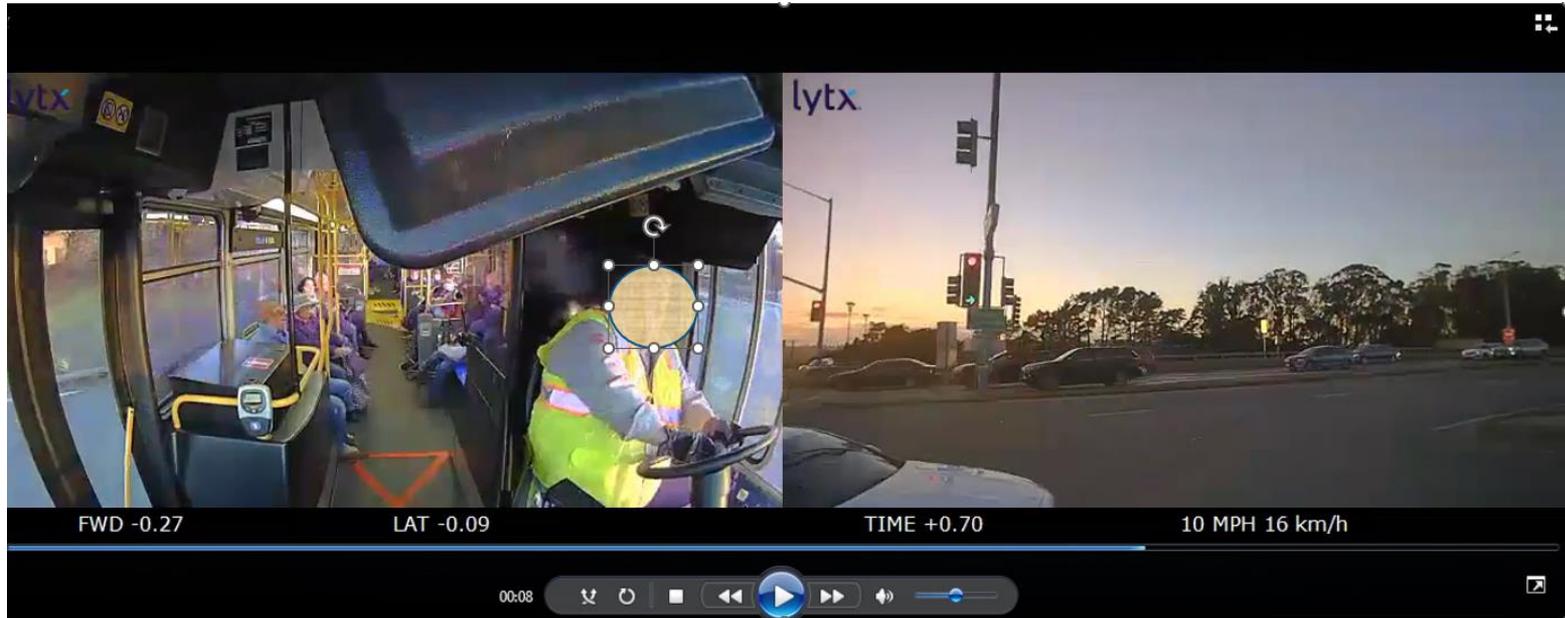


# Technology Description

- 1) Video Analytics (the Technology) uses video and audio events recorders together with proprietary, vendor-owned algorithms to record and identify certain behavior-based safety events, such as operator looking at cell phone while driving etc.
- 2) The event records are triggered by excess G-forces (e.g., collision impacts, abrupt braking, excessive turning, etc.) and/ or identified by specific AI algorithms (talking on cell phone, eating while driving, drowsy/sleeping, etc.) and captures eight (8) seconds of video and audio prior to the trigger and four (4) seconds after the trigger, for a total of 12-seconds of audio and video.
- 3) This technology is currently in place for Department's Buses (Rubber tires) and planning to implement in Lite Rail Vehicles (LRVs)

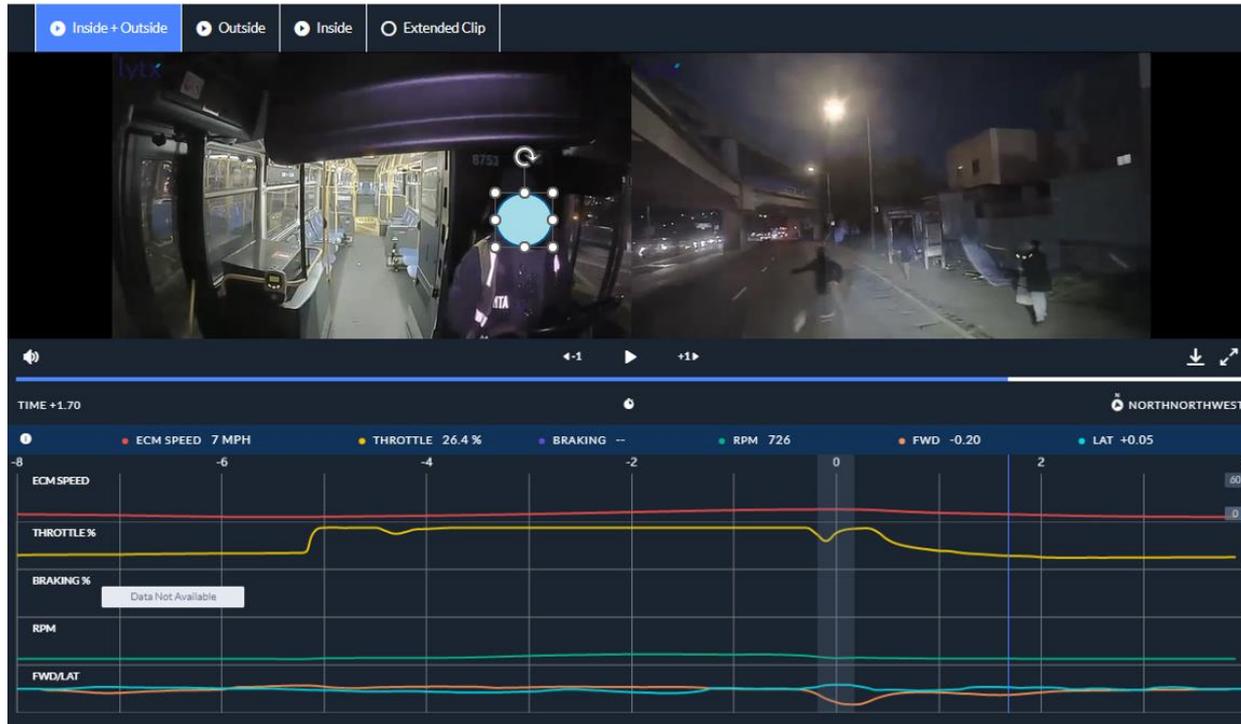


# Technology Description (example-1)



Front and back view of Department use technology

# Technology Description (example-2)



- An example of Near Collision event

# Authorized Use Cases

Department's use of the video data from the Driver-Safety Video Analytics technology is limited to the following use cases:

1. To identify collision dynamics, causation, and other factors
2. To investigate passenger, fall events and exploring potential safety improvements
3. To identify infrastructure and signage issues as they relate to MTA transit service and safety
4. To review customer complaints and look for potential ways to improve safety and service
5. To identify operator training issues, misconduct, or negligence
6. To commend operators who demonstrate outstanding defensive driving skills

# Alternatives to Technology

Alternative would be to conduct witness interviews

Alternative to Driver-Safety Video Analytics would have the following disadvantages:

- **Data Quality:** Witness recollection of the event may not be accurate or complete
  - Witness interpretation of G-forces may not be possible, with technology Department can accurately measure all parameters (i.e. speed, G-Force, etc.)
  - Due to lack of information, any event investigation may not be accurate
- **Time consumption:** Witness interview takes time and not everyone is willing to be identified as witness

# Data Lifecycle Steps

- Collection
  - Video is stored on Local Storage and Offloaded to SaaS Cloud. If incident needs further investigation, it may be shared internally using email and Department's file share server
  - Department collects event specific video data based on identified Use Cases
- Processing & Use
  - Video data received by the Department may only be viewed by authorized staff with unique password
- Sharing
  - **Department:** Data is accessed only by authorized department staff
  - **Others:** SFPD, City Attorney's Office (CAO), Public Defender
  - **With Warrant/Subpoena:** Other law enforcement agencies
- Retention
  - Videos (by Vendor) 365 days
  - Video and PDF Reports (by Department): Videos related to an active investigation and/or disciplinary action may be kept longer than 365 days
- Disposal
  - Videos by Vendor: 366<sup>th</sup> Day
  - Local Data (on SD card) is Downloaded every 24-hour to vendor cloud

# Example of PDF Report

Videos related PDF Report is used for an active investigation and/or disciplinary action may be kept longer than 365 days

**EVENT**  
EXKQ99 [REDACTED]

**DRIVER**  
[REDACTED]

**VEHICLE**  
[REDACTED]

**TRIGGER**

Other

**BEHAVIORS**

Possible Collision, Suspected Collision



Jan 9, 2023, 12:07:23 AM PST

**Lytx Comments**

Algorithms detected significant sensor activity that could indicate a collision. There is a possibility a collision occurred in this event. Please investigate further and advise Lytx of the outcome so the event can be updated accordingly. The event was triggered due to a force exceeding the video event recorder's threshold.

**Event Notes**

*Ray Shine - Jan 10, 2023, 9:04:57 AM:*

This collision was reported to TMC. It was assigned Tag #1748250. It occurred at Woodside and Portola. It is under investigation.

# Hardware Supplier and Other Jurisdictions

- Current Hardware Supplier:
  - Typical Hardware – Lytx (for Rubber Tires)
    - Genetec (for LRVs – not yet implemented)

Similar Technology also used at the following Jurisdictions:

- City of Mobile, AL
- Texas Concho Valley, TX
- Orange County, FL

# PSAB Meeting Dates

- PSAB Meeting:
  - Initial: January 27, 2023
  - Follow up: February 24, 2023
  
- PSAB Recommendation Date:
  - Date PSAB Recommended this policy for COIT's approval: February 24, 2023

# Questions

## Team members available to Answer Questions:

### Safety Team:

- Melvyn Henry
- Aaron Lampkin
- Ray Shine

### City Attorney's Office (CAO):

- Isidro Alarcon Jimenez

### Information Technology:

- Sean Cunningham

### Program Management Office (PMO)

- Sohail Warsi
- Robert Miller

# Item Number 6

Review Surveillance Technology Policy for  
Department of Elections' Social Media Monitoring  
Technology

Action Item



**City and County of San Francisco**

Department of Elections

# Social Media Monitoring Technology

April 20, 2023

# Technology Description

- Social Media Monitoring Technology provides social web marketing services by offering a dashboard that allows users to make updates to various social networks from through web, desktop, and mobile platforms.
- The technology is used to manage social media messaging and marketing, and for the coordination and planning of social media content.

# Authorized Use Cases

- Plan and execute more effective and strategic campaigns across social media platforms.
- Schedule multiple social media posts in advance.
- Create and monitor multiple streams of content across various platforms.
- Maintain active social media presence that is automated, specifically on days when staff is off.
- Ensure consistency of messaging across all social media platforms.
- Respond to questions and comments from members of the public.
- Track post performance and analyze trends to improve content and strategy, and optimize use of Department resources.
- Create reports.

# Authorized Use Cases

The Department of Elections will **not** use Social Media Monitoring Technology to:

- Scrape or save social media data for purposes beyond measuring engagement, performance, and metrics.
- Monitor political speech, listen to discussions, or collect data on elections

# Data Lifecycle

Social Media Monitoring Technology aggregates data that has already been made public by individual social media users on social media platforms.

# Data Lifecycle

The Department's account on Social Media Monitoring Technology platform is only accessible through user logins created by account administrators within the Department.

Department staff authorized to access and use the data collected or shared by the Social Media Monitoring Technology includes:

- Deputy Director II
- Voter Support/Outreach Manager (2)
- Voter Support/Outreach Lead (2)

# Data Lifecycle

- The Department does not share surveillance technology data with other departments or entities inside the City and County of San Francisco.
- The Department does not share surveillance technology data externally with entities outside the City and County of San Francisco.
- This data will be retained for a period of 5 years, pursuant to the Department's Record Retention and Destruction Schedule

# PSAB Meeting Dates

- March 23, 2023
- PSAB recommended approval.

# Questions

# Item Number 7

Approve FY 2023-24 & FY 2024-25 Budget

Recommendations

Action item

# Overview of Recommendations

- The City's financial outlook has worsened since January
- Departments were asked by the Mayor to propose an additional 5% in ongoing cuts (on top of 5% in FY24 & 8% in FY25 originally requested)
- COIT's Base Allocation of roughly \$28 million for FY23-24 could also be impacted by this financial strain

# Recap of Initial Evaluation Criteria

**(1)** Problem Definition: *User research, Alternatives*

**(2)** Strategic Alignment and Benefits: *Strategic Priority, Impact*

**(3)** Development Plan and Change Management: *Role of Business Prototyping*

**(4)** Architecture Review

**(5)** Department Capacity: *Staffing, Project History*

# Added Focus in Prioritizing Funding

Given the financial climate, we recommend prioritizing funding for projects that are clearly:

1. Critical to City operations and/or have citywide impact
2. Strongly aligned with Mayoral priorities &/or ICT goals
3. Within the Department's capacity to implement within the next budget cycle

# Recommendations for Two Scenarios

**Low Scenario:** Assumes COIT's Base Allocation of \$28m in FY23-24 with a 4% CPI increase in FY24-25

**High Scenario:** Assumes roughly \$2m increase on Base Allocation, or \$30m in FY23-24, with an 8% increase in FY24-25

# Overview of Recommendations

	No. of Projects	FY 23-24 Proposed Budget (millions)	FY 24-25 Proposed Budget (millions)
Projects Submitted to COIT for Review	83	\$109.5	\$98.3
Projects Requesting COIT Allocation	53	\$36.2	\$41.4
Low Scenario COIT Allocation Recs	17	\$28.0	\$29.1
High Scenario COIT Allocation Recs	23	\$30.0	\$32.4

# Overview of Recommendations

- Both scenarios fully fund

## 4 Major IT Projects

- ASR Property Assessment and Tax System
- DEM Computer Aided Dispatch Replacement
- DEM Public Safety Radio Replacement Project
- DT Telecom and LAN Modernization

- High scenario funds 6 additional Annual Allocation projects

Low Scenario	FY 23-24 Proposed Budget (\$)	FY 24-25 Proposed Budget (\$)
Annual Allocation	10,277,122	7,813,513
Major IT Allocation	17,759,299	21,284,477
<b>Grand Total</b>	<b>28,036,421</b>	<b>29,097,990</b>

High Scenario	FY 23-24 Proposed Budget (\$)	FY 24-25 Proposed Budget (\$)
Annual Allocation	12,231,122	11,113,513
Major IT Allocation	17,759,299	21,284,477
<b>Grand Total</b>	<b>29,990,421</b>	<b>32,397,990</b>

# Low Scenario Projects

Department	Project Title	FY23-24 GF Allocation	FY24-25 GF Allocation	Additional Context for Recommendation
<b>Assessor-Recorder</b>	Property Assessment and Tax Systems Replacement	1,172,607	-	Critical to citywide operations, strong alignment with ICT goals
<b>Board of Supervisors</b>	Legislative Management System	1,000,000	-	Critical to citywide operations; Strong ICT goal alignment
<b>City Administrator</b>	[ADM-Digital Services] Support for Digital Security & Translation	1,212,400	765,000	Citywide impact, ICT goal alignment
<b>District Attorney</b>	Electronic Subpoena Project	282,000	-	Mayoral Priority. ICT goal alignment
<b>District Attorney</b>	eProsecutor Phase II Project	125,000	-	Mayoral Priority. ICT goal alignment
<b>Emergency Management</b>	Computer Aided Dispatch Replacement	11,347,820	14,220,605	Critical to citywide operations, strong alignment with ICT goals and Mayoral priority
<b>Emergency Management</b>	Public Safety Radio Replacement Project	3,858,872	3,863,872	Critical to citywide operations; Strong ICT goal alignment
<b>Human Resources</b>	Employee Access to their City (Intranet/Employee Portal)	1,075,729	727,567	Citywide impact; Strong ICT goal alignment
<b>Human Resources</b>	HR Modernization: Electronic Onboarding and e-Personnel Files	297,535	-	Citywide impact; Strong ICT goal and Mayoral priority alignment

# Low Scenario Projects

Department	Project Title	FY23-24 GF Allocation	FY24-25 GF Allocation	Additional Context for Recommendation
Juvenile Probation	JUV VoIP Project	-	240,000	Strong ICT goal alignment, critical to dept operations
Sheriff	New Jail Management System	1,868,102	1,868,102	Strong ICT goal alignment, critical to dept operations
Sheriff	Records Management System	500,000	500,000	Strong ICT goal alignment, critical to dept operations
Technology	Cloud Center of Excellence	1,371,856	1,257,856	Critical to citywide operations, strong alignment with ICT goals
Technology	Data Center Resiliency	675,000	380,000	Critical to citywide operations, strong alignment with ICT goals
Technology	JUSTIS Data Center of Excellence	1,369,500	1,324,988	Critical to citywide operations, strong alignment with ICT goals
Technology	Telecom and LAN Modernization	1,380,000	3,200,000	Critical to citywide operations, strong alignment with ICT goals
Treasurer-Tax Collector	Empty Homes Tax	500,000	750,000	Strong alignment with ICT goals

# High Scenario Projects

Department	Project Title	FY23-24 GF Allocation	FY24-25 GF Allocation	Additional Context for Recommendation
<b>City Administrator</b>	[ADM-Real Estate 1] City Hall Assistive Listening System Replacement - ADA Requirement	120,000	-	Citywide impact (numerous Departments hold public hearings at City Hall). Alignment with ICT goal of accessibility. May fit more neatly into the Capital Plan facilities upgrades.
<b>City Administrator</b>	[ADM-Real Estate 2] City Hall Hearing Room Audio System Upgrade	500,000	-	Citywide impact (numerous Departments hold public hearings at City Hall). Alignment with ICT goal of accessibility. May fit more neatly into the Capital Plan facilities upgrades.
<b>Emergency Management</b>	Access Control Badging System Replacement NEW	450,000	-	Priority/critical for dept; not typical for COIT to fund this sort of single dept facilities/equipment upgrade.
<b>Emergency Management</b>	Perimeter and Building Video Security System Replacement	500,000	-	Priority/critical for dept, though not typical for COIT to fund this sort of single dept facilities/equipment upgrade.
<b>Human Resources</b>	Disaster Service Worker Management System	384,000	-	Citywide impact; Strong ICT goal alignment; Lower department priority; Limited department capacity
<b>Police</b>	NIBRS-Compliant RMS	-	3,300,000	Position requests seem operational rather than project-specific. Department may have existing funds that can be allocated toward this work. Alignment with ICT goals. Suggest funding initial contract costs in the high-scenario.

# Additional Budget & Performance Recommendations

1. Projects should consult with and take advantage of DT's enterprise agreements where possible
2. Departments engaging in similar projects should coordinate on procurement and build to maximize the City's dollar
3. Departments should coordinate with central Departments where appropriate (i.e. DHR for HR projects, TTX for banking etc...)

# Questions

# Item Number 8

Discuss Digital Accessibility Inclusion Standard  
Compliance and Next Steps for Implementation

Discussion item

# Background

## Second Standard Deadline (May '23):

Departments not moving to Sf.gov must complete their review of existing content for compliance to prepare to remediate by May 2024.

Survey Response	No. of Responses
Moving to SF.gov	38
Not Moving to SF.gov	22
<b>Total</b>	<b>60</b>

# Moving to SF.gov - Breakdown

Status	No. of Responses
Already moved to SF.gov	24
Moving in 2023	7
Already moved to SF.gov, but not all sites	3
Moving by 2024, road mapping not yet confirmed	4
<b>Total</b>	<b>38</b>

# Planned Engagements

- Digital Services

- Webinar on How to Conduct an Audit (April 19<sup>th</sup>, live & recorded)
- Office Hours on Plain Language (once a month; live & recorded)

- COIT, OCA, DS, MOD

- Webinar on Procuring Accessibility Services (April 26<sup>th</sup>, live & recorded)

# Other Resources

- Accessibility Self-Audit
  - Audit Report Templates & Guidance developed by Digital Services
- Accessibility Vendor Procurement
  - Guidance on what to look for in a vendor
  - Developing a Request for Qualifications for pre-approved list of vendors and contract language to include when procuring new products
- Language Access/ Vital Information
  - Language Access Ordinance (LAO) Liaison Library
- Exceptions Request
  - Finalizing Waiver Form and Process with MOD

# COIT Staff Checking for Compliance

**Departments that are not moving to Sf.gov** were asked to complete a form by May 18<sup>th</sup> that asks:

- How has your department reviewed existing content for compliance? (Staff or vendor)
- Describe your progress in auditing for:
  - WCAG Standard
  - Human Translation
  - Plain Language
- Attach any analyses/reports that have manifested from audits conducted by department staff or vendors.

# COIT Staff Checking for Compliance

For **Departments moving to Sf.gov**:

COIT staff will work with Digital Services to follow-up with Departments and confirm they are prepared to move by the DAIS final compliance deadline of May 2024.

# Developing Internal DAIS Standard

DAIS requires COIT to pass a second Standard governing internal websites and digital applications by November 2023. The DAIS Internal Working Group begins meeting in May:

- May 2023: Meet with members to set expectations and responsibilities, brainstorm initial thoughts from departments (COIT Staff will also develop some questions to guide the conversation)
- June 2023: Members come back with in-depth feedback from internal stakeholders in their departments, discuss with the group; if feedback available in advance, COIT Staff will distribute draft of standard with feedback incorporated
- July 2023: Connect to review final thoughts from working group on a draft Internal Standard

Draft Internal DAIS will also be circulated to the COIT Policy Review Board City CIOs and IT Managers for a final round of feedback before COIT's review

# Developing Internal DAIS Standard

DAIS Internal Working Group currently comprised of:

- DHR: Kate Howard
- DT: Rohit Gupta & Mike Makstman
- CON: Jack Wood &/or Anna Contreras
- Digital Services: Cyd Harrell &/or Elise Hansell
- OCEIA: Chloe Noonan
- COIT: Jillian Johnson & Danny Vang

# Questions

# Item Number 9

Chair Update

# Item Number 10

CIO Update

# Adjournment